OVH Summary of TSM Survey Approach

The Tenant Satisfaction Measures (TSM) Standard requires all registered providers to generate and report TSMs as specified by the regulator. Part of that requirement is to outline to customers how One Vision Housing has approached the TSM Perception survey and collection of data.

This document outlines One Vision Housings approach and sets out the criteria as contained in the Regulator of Social Housings' document Tenant Satisfaction Measures *(Tenant Survey Requirements)*.

A. Number of responses.

One Vision Housing (OVH) has a large housing stock, this means it is not practical to complete Tenant Satisfaction Measure (TSM) surveys with all of our tenants. During 2023-2024, OVH completed TSM surveys with a sample of tenants. The sample size was chosen to ensure that we meet the level of statistical accuracy set out by the Regulator of Social Housing. OVH must ensure that we survey enough tenants to meet a statistical accuracy (Margin of error at 95% confidence level) of +/- 3 %.

During 2023-2024, OVH completed 1,169 TSM Surveys. OVH have 12,771 tenants which means that we achieved a greater statistical accuracy level than required at +/- 2.7%

B. Timing of survey

One Vision Housing carried out approximately 100 surveys each month starting from 03/04/23 and ending on 28/03/24. All within the financial year 2023/24.

C. Collection method(s)

The TSM Surveys were all completed via Outbound telephone surveys.

We have a small in-house survey team that have undertaken transactional and perception surveys for several years. They are based within our Customer Service Centre team.

We find this works well in terms of:

Getting results quickly.

Free from influence from the rest of the organisation.

Giving survey assistants context to the survey.

Signposting to additional services.

More cost effective.

Achieve higher response rates.

Enable richer information to be gathered.

Were a customer did not wish to undertake a TSM survey via the telephone, but did want to participate, we offered alternative survey formats such as email, or postal surveys.

D. Survey method

400 tenants were selected at random for TSM survey on the 1st of each month by our IT Team and shared with our Outbound Survey Assistants to call tenants & complete the survey.

E. Representativeness

During the survey process, we continually reviewed the number of completed surveys to ensure that survey responses were representative of our tenant base, and where appropriate, selection criteria was amended to increase or decrease the number of tenants selected based on the following groupings:

Stock type

Age

Ethnicity

Building Type

Property / Household size

Geographical area

F. Weighting of results

OVH areconfident that the numbers of surveys completed from the different groupings (as identified in E above), ensured that the survey results as a whole were representative of our Tenant base. Based on this OVH did not carry out any further calculations (weighting) on the survey results.

G. External collection methods

All our surveys,apart from those where tenants requested the survey to be completed in another format, were undertaken over the telephone by our Outbound Survey Assistants (OSA's). The OSA's are based in the Customer Service Centre and no external contractors were used for the collection of the TSM perception data.

H. Exclusions

No households were excluded from the survey selection criteria. This means that any tenant could have been chosen to survey throughout the year.

I. Reasons for any failure to meet the required sample size

OVH achieved the required sample size as set out in the TSM guidelines.

J. Incentivisation

No incentives were offered to OVH tenants for participation in the TSM survey during 2023-2024.

K. Other methodological issues impacting on the reported results.

There are no other issues which have impacted on the collection of OVH Perception TSM's.